

Questions and Answers – 2024 Jasper Wildfire

Updates will be integrated as needed or as more information becomes available.

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General information and financial supports

Q: What are the financial supports that is available to me?

Government of Alberta supports

It is vital for all evacuated staff to register with the [Government of Alberta](#) as evacuees. Registration brings along certain supports provided to evacuated residents depending on where you are currently located and how you evacuated your community. *Financial supports and related services for evacuees are the responsibility of the jurisdiction from which the evacuation occurred.*

Parks Canada employees directly impacted by the evacuation and who are on-strength during the duration of the evacuation will continue to receive their full pay, subject to work season and term employment.

Please visit the following links for further information regarding supports available for evacuated Alberta residents:

Alberta Evacuation Registration Form: <https://emergencyregistration.alberta.ca/>

Alberta Evacuation Centres and Accommodations Information for Jasper Evacuees:
[https://www.alberta.ca/emergency#jumplinks- 0](https://www.alberta.ca/emergency#jumplinks-0)

Alberta Wildfire Status: <https://www.alberta.ca/wildfire-status> this page is updated frequently and where you will find current information

Red Cross supports and information:

Register with the Red Cross if you are impacted by the wildfires in Jasper

The Canadian Red Cross is distributing \$750 in one-time financial assistance per household for people who were living in Jasper at the time of the evacuation. Other supports may be available in addition to this.

To access this assistance, people [must be registered with the Red Cross](#). Canadian Red Cross will verify eligibility for this assistance based on information submitted during registration.

People who have not yet registered with the Red Cross are encouraged to do so online or by calling 1-800-863-6582 between 8 a.m. and 8 p.m. MT.

Registration with the Red Cross ensures people can be contacted while away from home, and can be reached with information on Red Cross services and assistance that may become available to them during this difficult time.

Questions on impacts to PCA Staff and Staff Housing

Q: How many of our colleagues' homes have been impacted?

A: Some of our colleagues reside in staff housing, while many others own their homes or rent privately.

Approximately 175 staff called Parks Canada housing home before the fire and just over 100 of our colleagues living in staff housing have lost their homes.

We will be confirming how our colleagues in private accommodations (rented/owned) have been impacted.

Q: What damage was sustained to Parks Canada staff housing?

A: Staff housing in Jasper National Park comprises 49 buildings both inside and outside the townsite. Fire impacted 16 of those staff housing properties. Some structures contained multiple units, including the large work camp that housed dozens of our staff.

Q: What is Parks Canada doing to support staff who have lost their homes?

A: For those who reside in staff housing in Jasper, rents have been suspended. We will be confirming housing needs to inform our planning to support recovery efforts and team members.

Q: What do those plans look like?

A: We are working closely with the Municipality of Jasper on a collaborative and integrated re-entry plan. Temporary housing will be an important part of this. We need places for essential workers to stay during clean-up, re-entry and recovery phases. This will include some Parks Canada staff. As those plans evolve, more information will be provided.

Q: How long will those plans take? What should we do in the meantime?

A: This has been a traumatic incident for our team. The health, safety, and well-being of our colleagues remains our priority. As we know, the wildfire incident is ongoing but planning for re-entry has begun. It will take time and will be a unified plan with the Municipality.

In the meantime, staff should register with the Government of Alberta as evacuees. Registration brings along certain supports provided to evacuated residents.

The Red Cross is also supporting evacuees. They are offering many more supports when visiting an Evacuee Reception Centre. For those that have evacuated out of province, some staff have arranged video chats with the Red Cross to access to supports.

More information can be found here: [Active emergency updates | Alberta.ca](#), click on Communities under Evacuation Order. Or visit [The Canadian Red Cross is now in Hinton... - Municipality of Jasper | Facebook](#) for the Hinton Reception Centre information.

Q: I am having difficulties verifying my address for external supports. Whom do I contact?

A: If you have difficulties with verifying your address, you may request copies of your housing package confirming residency by contacting logementjasper-jasperhousing@pc.gc.ca

Q: Some of our colleagues who stayed in staff housing did not have tenants' insurance. What should they do?

A: We understand this is a very stressful experience for everyone. Resources and supports are available for evacuees through the Government of Alberta and the Red Cross. Our Field Unit Occupancy Agreements indicate that responsibility for loss or damage of personal effects rests with the occupant. If staff housing was not your permanent primary residence, please review your insurance policy for your primary residence, there is a possibility you may be covered. In some cases, full-time students may be eligible for coverage under a parent's policy. Usually, expenses are first claimed and reimbursed through a person's personal insurance coverage. Other support may be available through provincial or other evacuation relief programs.

Questions regarding travel situations:

Q: In what situations is travel paid for?

A: For those able to complete work from a telework location, we encourage you to do so. The PC Travel Directive generally does not apply in these circumstances. If you are operationally required to report to work at a Parks Canada workplace you may be entitled to provisions of the PC Travel Directive in specific circumstances. Many team members do not easily fit into the provisions of the Directive as they do not have a home that is suitable for work, or they are on 699 and are needed to work sporadically, or they are working at a site but do not have a home other than their temporary location. Contact your manager with your circumstances, which will be addressed on an individual basis with management.

Q: How do I make a travel claim if I don't have access to a computer?

A: There are paper forms available, and assistance filling them in can be provided. Here's the link to the directive procedure on how to do a [Paper claim](#). These document can be used to do a [Travel request \(S.32\)](#) and a [Travel Claim](#). For support, contact your manager, or if they are not available, contact your local finance or human resources team.

Q: Can I get an advance of my travel claim?

A: Advances are available for travel. To make arrangements, contact your manager, or if they are not available, contact finance and administration.

Q: Am I eligible for travel or other financial assistance for the evacuation?

A: Any evacuation linked expenses should usually first be claimed and reimbursed via employee personal insurance coverage; any remainder not reimbursed can be claimed through provincial/municipal evacuation relief programs, or those offered by organizations such as the Red Cross. If there are outstanding amounts not reimbursed by these avenues, and if expenses are linked to GoC policy instruments, it can then be claimed via the Agency. **Note:** No duplicate reimbursements should be claimed, e.g., from a travel claim and other financial programs available.

Q: For those who travelled due to the evacuation, will there be financial assistance to return?

A: PC staff evacuated from their home communities by various means. In general, the costs associated with returning may be covered by the Government of the Alberta. Check the links above to find out the latest information related to support for evacuated Alberta residents.

Q: If you are working in an evacuated community as an essential worker (i.e. fire crew or IMT members) and thus eligible for travel status, can you still claim meals if they are being provided by the Agency via fire camp?

A: No. As per the Parks Canada travel directive it states the following, *"a meal allowance shall not be paid to a traveller with respect to a meal that is provided. In exceptional situations where*

a traveller has incurred out-of-pocket expenses to supplement meals provided, the actual incurred costs may be reimbursed, based on receipts, up to the applicable meal allowance."

Questions regarding general HR situations:

Q: What is my current work status while I am evacuated from my community of residence?

A: All evacuated employees not presently on another form of leave are on 699 other leave with pay, subject to work season and term employment. Where staff can continue to work, please connect with your Manager and Supervisor directly. We understand that not all employees will be able to work to the same degree due to family commitments, lack of equipment, the nature of their jobs or difficulties arising from being evacuated.

Q: Should I apply for Employment Insurance?

A: While you are on paid leave (code 699) you will not qualify for Employment Insurance. However, you can certainly reach out to [Service Canada](#) for more information. Seasonal employees should follow their normal process for Employment Insurance application at the conclusion of their season.

Q: I presently work exclusively via telework and was not evacuated. Am I expected to continue working?

A: Yes, employees in this scenario are expected to continue working. Please contact your Manager and Supervisor directly.

Q: Will it be possible to postpone planned upcoming Annual Leave if we are not in a position to take our vacation during the evacuation?

A: Employees who have been evacuated and are no longer able to take leave due to that evacuation may have their leave re-evaluated on a case-by-case basis. In general, staff already on leave during the evacuation event will be expected to complete that leave before returning to work or being placed on 699.

Q: Will it be possible to change the leave status of employees on leave other than annual leave during the evacuation?

A: Employees who have been evacuated and that have had a change in circumstances during the evacuation may have their leave re-evaluated on a case-by-case basis. However, in general, staff already on all types of leave during the evacuation event will be expected to complete the leave instance before returning to work or be placed on 699.

Q: Could 699 leave with pay apply to areas with heavy smoke where people may feel too sick from the smoke to attend work?

A: Sick leave should be used if an employee is affected by smoke, similar to impacts from other negative environmental conditions.

Questions regarding pay:

Q: Will my pay be affected by the evacuation? What are you doing to support employee pay during this period?

A: No pay disruption is expected, and Parks Canada is taking active steps to ensure that team members continue to get their expected pay throughout this crisis. In particular:

- Parks Compensation and the Pay Centre are monitoring pay accounts for affected team members to ensure there is no disruption to pay. If you note any pay issue, Jasper employees should bring it to the attention of their manager or rhjasper-jasperhr@pc.gc.ca; and employees outside the field unit should bring it to their manager. They have access to the national Human Resources team, who is working closely with the Pay Centre.
- Any requests sent to timekeepers will be entered by the national timekeeper's team, so current requests for overtime and other pay actions, will continue to be processed. Additional hours worked during the crisis may be delayed.
- Requests have been submitted to the Pay Centre for reversals of rent deductions that are going to come off the August 14 pay.
- Upcoming pay transactions are being monitored and brought to Jasper management for decision – such as for actings and extensions. Where appropriate, extensions will be processed. If you have questions about your appointment, speak to your manager.

Questions about staffing:

Q: I applied to a job, and don't have access to my work email. Will I still be considered?

A: Yes, your application will still be considered for any Parks Canada process. Persons unable to attend interviews or tests for Parks Canada at this time will be invited to do so when they are ready and able. HREW is establishing a process to ensure that all Jasper team member applications for Parks jobs are flagged and maintained. For non-Parks processes with other departments reach out to the human resources or manager contact on the advertisement and explain your situation.

Q: How do I find out about jobs that are available without access to the intranet?

A: You can access the federal government jobs portal off network, if you previously had set up an account. Internal job postings that are not on the government of Canada website will be posted on the Parks Canada Extranet. You can find links to both on the extranet at: [Career Development \(canada.ca\)](#)

Q: I am on 699 and I would like to work for another field unit until I'm called back to work. Can I do this, and how do I do this?

A: We appreciate your interest in working elsewhere for Parks Canada but our focus now is on rebuilding Jasper National Park. Let your manager know of your interest, but don't be surprised if they ask you to hold tight, for just a short while, as we finalize our return plans.

Questions on health supports

Q: What emotional and mental health supports are available to me as a Parks Canada employee?

A: Here is a summary of mental health resources available:

- [Employee Family and Assistance Program \(EFAP\)](#) crisis line is available 24 hours a day at 1-800-268-7708 (or TTY 1-800-567-5803). The call centre is aware of the context in Jasper National Park and can provide immediate support. If employees are not in a crisis, the call centre will make the arrangement to have a counsellor contact you within 5 business days to set up a free appointment (up to 12 hours of counselling per issue) in person or virtually. They can also book an appointment by [live chat](#) (password: canada), Monday to Friday, 10 a.m. to 9:30 p.m. (MT). Please encourage employees to save the EFAP number 1-800-268-7708 to your mobile's contact list and consult the [EFAP digital brochure](#) for more information. This service is available to all employees regardless of their job types and up to a year after their end date.
- In addition to EFAP, [The First Nations and Inuit Hope for Wellness Helpline](#) is available at 1-855-242-3310 for indigenous employees and their family.
- For those remaining to support fire management efforts in Jasper at this time, please know that there are two mental health professionals (MHP) coordinated with the Health Canada PREC team on-site with incident command, to support all Parks Canada employees. Employee who are not part of the fire crews can request to meet or talk to the MHP by contacting them directly. The MHPs will be on rotation in Hinton and neighbouring sites every two weeks until the end of September. We will provide their coordinates a few days before they are on duty.
- Additional mental health support may be requested at any time and coordinated with the Parks Canada Wellness team at mieuxetre-wellness@pc.gc.ca and Health Canada

psychosocial response and extended counselling (PREC) team at
PRECGeneral.CPRPGeneral@hc-sc.gc.ca.

Q: I am supporting the Incident Command, or I am requested to perform other essential functions and I have been injured physically or psychologically in the course of employment, what am I entitled to?

A: It is crucial to report all injuries promptly for investigation. Employees are reminded that it is their responsibility to report any injuries or hazardous occurrences immediately to their supervisor who will liaise with the Section Chief and the Safety Officer within the Incident Command structure to initiate a Hazardous Occurrence Investigation. This helps address any uncorrected hazards or gaps in processes by finding the root cause and taking the necessary actions to prevent similar incidents in the future.

You are entitled to receive compensation for loss of earnings, medical care, and other benefits through workers' compensation in the various provinces. The board or commission in the province in which you are usually employed will handle your compensation claim and determine what you are entitled to. You can consult the [Disability Management Toolkit](#) for Supervisors, Managers and Employees at Parks Canada for more information on the process.